

MaineCare Managed Care Members Standing Committee (MSC) Meeting Minutes

August 20, 2010, Office of MaineCare Services 1A/B

More detailed information on these areas of discussion can be found in the PowerPoint and other committee meeting materials at:

http://maine.gov/dhhs/oms/mgd_care/mgd_care_index.html

Project Staff

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Overview

The Members Standing Committee (MSC) meeting focused on the following:

- An overview of the Managed Care initiative including the background, goals, key milestones, and timeline
 - Feasibility of Risk-Based Contracting in the MaineCare program with report from Maine Department of Health and Human Services to DHHS legislative committee (This report is available at: http://maine.gov/dhhs/oms/mgd_care/mgd_care_index.html)
 - Importance of Stakeholder engagement
 - Federal authority and guidance
 - Projected impact on quality and health outcomes
 - Net savings over time
 - Standard quality mechanisms for members including quality measures written into contracts, consumer surveys, and complaint process
 - Various types of Medicaid Managed Care in existence nationally
 - Proposed phases of MaineCare Managed Care enrollment for members
 - Study of literature from other states' Managed Care experiences
 - What is needed for the Managed Care initiative to be successful in Maine?
 - Proposed timeline of Managed Care roll-out
 - A representative from the MSC was present at the SAC meeting and gave a short swimming analogy of the committees and how they relate to one another

Members' Reasons for Joining the MSC

Time was given to hear from members about why they have joined this committee:

- MaineCare needs to be less wasteful and stop inappropriately using funds for services that are not needed
- Learn about the MaineCare program
- Encourage getting rid of APS or other case management partners
- Promote home health services
- Advocate for change
- Improve quality of healthcare and access to services
- Represent parts of the state with little or no representation
- Stop labeling in the program
- Input to change disability policies such as the definition of “disabled” and better accommodations such as wider doors
- Send the message that we are looking for “a helping hand, not a handout”
- Input in Managed Care to make a difference
- Our time to have a voice
- Our chance to make a difference

Questions/Concerns and Key Discussion Points

The MSC members discussed some of their main concerns or questions they have about this new initiative:

- How are providers going to be monitored and how can we see if they are doing what they are supposed to do?
- How can we change the system so services we need are given and not the ones we don't?
- Will we lose services?
- Can we get rid of APS and run MaineCare like a private insurance company?
- How can we speed up the approval process for services?
- How can I be more involved in my care?
- How will the budget pay for all these changes and new things that are being introduced?
- Where will the money come from?
- Under the plans you are talking about will the providers be responsible for the quality of care?
- We need better trained PCA staff for services provided when only a criminal background check is done and nothing else

- Companies paid by MaineCare should have minimum requirements for aides they hire
- What is offered by MaineCare for services and what is provided is not the same
- Why does MaineCare pay top dollar for equipment?
- I can't get what I need because of cost but the money is not there because of waste
- Can we create a transportation program for people going to methadone clinics that are separate from those who are going to other appointments?
- Why can't we have equal services throughout the country?
- Why doesn't Maine pay for glasses, hearing aids, and dental?

Objectives of MSC Committee

- Provides a venue to give feedback about MaineCare and specifically Managed Care directly to the Department of Health and Human Services (DHHS) and the Stakeholders Advisory Committee (SAC)
- Provides a venue to receive information about Managed Care from DHHS
- Help design Managed Care program

Scheduled Meetings

- September 17, 2010, 10-12 pm, Office of MaineCare Services 1A/B
- October 15, 2010, 10-12 pm, Office of MaineCare Services 1A/B
- November 19, 2010, 10-12 pm, Office of MaineCare Services 1A/B
- December 17, 2010, 10-12 pm, Office of MaineCare Services 1A/B

Next Steps

- 5 MSC members volunteered to represent the group on the SAC. Each volunteer will describe why he/she should be a representative and either email them to Mary Henderson
- All members will vote for two representatives from the MSC to be on the SAC. Voting will take place via email or telephone call to Mary Henderson, who will count the votes and let the group know the results. Mary will keep the votes confidential.